

# *Dateline DHMH*

Maryland Department of Health and Mental Hygiene

## *A Message from the Secretary*

In June, when we presented selected employees with awards for taking the extra step to go above and beyond, we were acting on one of several aspects that define performance excellence.

That award ceremony highlighted efforts that were made to help DHMH achieve its mission. I am pleased to report that other portions of the performance excellence concept have been successful, as well.

Among them are several important initiatives that are moving forward under the auspices of the DHMH Performance Excellence Council (PEC). They include:

- **A Leadership Communication Plan.** This plan has been developed to help improve communication within our department. It supports a work environment that encourages innovation, improvement, and excellence based on two-way dialogue between leadership and employees. (See related article in next column.)
- **Leadership Core Competencies.** These skills, designed to make leaders more effective in getting the most out of themselves and the workforce, are currently being used in the Leadership Institute. In an effort to help each employee grow, these core competencies will be shared throughout the Department.
- **A Customer Satisfaction Policy.** This policy will help us identify our customers and their needs, and evaluate how well they are able to access our services. Scheduled for completion by the end of the month, this policy's surveying procedure is being piloted by the Office of Regulation and Policy Coordination.
- **A Performance Evaluation Process (PEP).** In Human Resources, the PEC is instituting a strategy to ensure we take full advantage of the PEP. Key components include every employee having an Employee Development Plan and ensuring that individual PEPs are completed in a thorough and timely manner.
- **A Process Improvement Plan.** The PEC is developing ideas to help us deal with limited staff and budgetary resources. This plan should be finalized by the end of this month.
- **Managing For Results (MFR).** We have received our report for FY '02. All program directors should share this information, as well as the MFR results of their own programs, with their staff.

As an example of the many opportunities available to DHMH through performance excellence, the Western Maryland Hospital Center, under the direction of Cindy Pellegrino, has applied for the Governor's Performance Excellence Assessment Program. This rigorous program

is a primary way for an organization to validate and improve its operation and results.

I salute the Center's leadership in always striving to be the best they can be, and I thank all of you for the important work you do in addressing the health needs of the public.



## **Leadership Communication Plan Approved**

A DHMH Leadership Communication Plan, expected to lead to greater achievement of the department's priorities, was approved by the Performance Excellence Council at its September meeting.

It is designed to ensure Department-wide communication and understanding of DHMH priorities. This includes clear communication of the Department's vision, mission, values, expectations, direction, and performance data to all employees. The success of these efforts will be regularly measured.

Information on the priorities will be provided to employees

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## Leadership Communication Plan Approved *Continued*

in writing, electronically, and verbally and employees should receive quarterly progress reports on how their program and the Department is doing. "Brown bag" lunches, meetings with other units, and meetings and retreats between administrations are encouraged to facilitate learning, sharing, and cooperation.



In part, the plan states "Leaders are strongly encouraged to foster an environment of sharing, innovation, and empowerment that generates ideas for improvement by communicating openly and regularly with employees. Responding to employee suggestions and comments is paramount to this effort."

The plan also focuses on sharing best practices within the Department. This will be the responsibility of each deputy secretary. Best practices will be disseminated via *Dateline DHMH*, e-mail, and by Website posting.

The plan will be distributed shortly. If you have any questions about the Leadership Communication Plan, contact Lee Williamson, Performance Excellence Coordinator, at 410-767-5190 or by e-mail at [lwilliamson@dnhm.state.md.us](mailto:lwilliamson@dnhm.state.md.us).

This Baltimore area **Smoking Stops Here** billboard is part of the statewide media and public relations campaign that discourages tobacco use.



## Improvements to Provide Better Access for Those With Disabilities

Three changes will be implemented in the near future to improve access to the O'Connor Building for individuals with disabilities. They include installation of handicapped accessible doors on (1) entrances to the office and lab sides from the service level; (2) all designated handicap accessible restrooms and at the Credit Union Entrance; and (3) the entrances to the elevators on the lab side of the parking garage.

These improvements were recommended by the Disability Advisory Committee, developed in May, 2001 by the Office of Community Relations to oversee disability-related issues in DHMH facilities.

Any questions or concerns regarding a disability issue relating to your workplace may be directed to Ms. Mary Starke, chair of the committee, at 410-767-5184.

The Committee members are:

**Mary A. Starke**, ADA Coordinator & Director,  
Equal Access Compliance Unit (DHMH)

**Robert Beasman**, Director of General Services  
Administration (DHMH)

**Robert Barnes**, Howard County Office of Human  
Rights and Retired Administrator, Maryland  
Commission on Human Relations

**Ed J. Bynum**, Medical Care Program Specialist,  
Office of Health Services (DHMH)

**Marc Desmangles**, Chief, Central Services (DHMH)

**James Faulkner**, Director, Graphics Division  
(DHMH)

**Joseph Fine**, Chief, Division of Recoveries and  
Financial Services (DHMH)

**Michael Franch**, Health Policy Analyst, Office of  
Health Services (DHMH)

**Cynthia Guarino**, Chief, Division of Ethics,  
Office of the Inspector General (DHMH)

**Ellery Handy**, Fire and Safety Specialist  
(Department of General Services)

**Janice Howell**, Assistant Superintendent of  
Building and Grounds (Department of General  
Services)

**Herdise McIntyre**, Office of Community  
Relations (DHMH)

**Beth Reid**, Deputy Chief of Employment (DHMH)

**Raymond Simms**, Superintendent of Buildings and  
Grounds (Department of General Services)

*Editor's note: Thanks to Cynthia Guarino, a member of the Disability Advisory Committee, for writing this article.*

## Calendar of Events

Wednesday, November 13 — *Satellite Conference: Asthma Triggers and Medications*; 1:00 — 3:00 p.m.. For more information, contact Lance Shanklin at 410-767-5122

Thursday, November 14 — *Workshop: Treating Addictions in Task Groups*; University of Maryland School of Nursing Baltimore; 8:30 a.m. — 4:15 p.m. \$120, approved for Category I continuing education credits. Phone 410-706-1839 for more information or visit the school's Web site at [www.ssw.umaryland.edu/cpe](http://www.ssw.umaryland.edu/cpe) for a full workshop description.

Tuesday, November 19 — *Satellite Conference on Crisis and Emergency Risk Communication (part two of six): Developing Messages to Fit the Target Audience - Working With the Media*; 1:00 — 3:00 p.m. For more information, contact Lance Shanklin at 410-767-5122.

Thursday, November 21 — *Satellite Conference: Public-Private Partnerships: A New Model for Community Mobilization Against AIDS*; 1:00 — 3:00 p.m. For more information, contact Lance Shanklin at 410-767-5122.

Thursday, November 21 — *Workshop: End-of-Life Care Planning with Older Adults and Their Families*; University of Maryland School of Nursing Baltimore; 8:30 a.m. — 4:15 p.m. \$120, approved for Category I continuing education credits. Phone 410-706-1839 for more information or visit the school's Web site at [www.ssw.umaryland.edu/cpe](http://www.ssw.umaryland.edu/cpe) for a full workshop description.

Tuesday, November 26 — *Conference: 2002 Governor's Annual Awards and Employee Recognition Conference*; Baltimore Convention Center; 8:00 a.m. — 4:30 p.m. Phone 410-767-5753 for more information.

Tuesday, November 26 — *Satellite Conference on Crisis and Emergency Risk Communication (part three of six): Spokesperson Training - Working With the Media*; 2:00 — 4:00 p.m. For more information, contact Lance Shanklin at 410-767-5122.

Tuesday, November 26 — *Workshop: Ethical Issues for Human Services Professionals*; University of Maryland School of Nursing Baltimore; 8:30 a.m. — 4:15 p.m. \$120, approved for Category I continuing education credits. Phone 410-706-1839 for more information or visit the school's Web site at [www.ssw.umaryland.edu/cpe](http://www.ssw.umaryland.edu/cpe) for a full workshop description.

## Holiday Weight Gains

Thanksgiving ushers in the start of a holiday season when enough cookies, candy and high calorie foods are consumed to last a lifetime. And, with the rates of overweight and obesity in Maryland on the rise, there is good reason to make conscious decisions about your holiday eating and activity plan.

But don't run away from the dinner table just yet. All foods, even traditional holiday treats, can fit into a healthy eating plan. The secret is moderation and balance.

Here are some helpful hints:

- Be realistic. Don't try to lose weight over the holidays. Instead strive to maintain your weight, and not gain, by balancing party eating with other meals.
- Choose your favorites. Look over what's offered, choose the foods you like best, and skip the rest.
- Make room for activity. Take an hour-long walk before or after dinner and use up at least 200 calories from pie, gravy, or other high-calorie indulgences.
- Are you the cook? Skim the fat from drippings before making gravy or use canned broth, to cut calories. Cut your holiday pie into ten slices rather than eight to keep portions reasonable.

And while we are thinking about our eating habits, let's not forget our youngsters' diets.

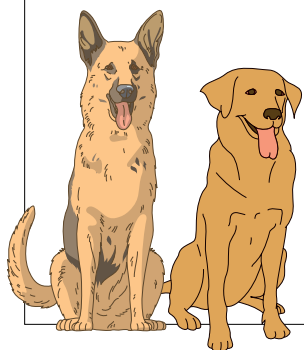
Children in Maryland and across the country are gaining weight at an alarming rate,

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## Canned Food Drive

A canned food drive for people and pets will be held in the lobbies of the 201 and 301 West Preston

Street State Office Buildings from December 8 through December 20. Donations of nonperishable food will be given to area food pantries. Pet food will be donated to animal rescue groups. Those knowing of specific outreach groups are encouraged to call Debra Searing, director of the drive, at 410-767-6153 after 4:00 p.m. on Fridays throughout November.



## Weight Gain

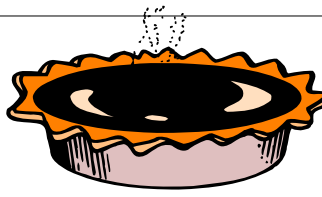
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partly because they mimic their parent's unhealthy eating habits and low physical activity behavior. Poor vending machine choices at school, limited recess and physical education, as well as high-calorie, low nutrient snack foods are part of the problem, too.

Set a good example for your kids by providing healthful snacks for holiday parties. Need ideas? Arline Murray, of the Kent County Health Department cardiovascular disease program, has a booklet to share called *Healthy Holiday Snack Ideas Cookbook: Ideas for School Party Snacks Start Here!* And please remember, even though this book is written specifically for school parties, many of these tips can be used in all settings where snacks are offered.

To get a copy, e-mail your name and mailing address to [goodheart@dnhm.state.md.us](mailto:goodheart@dnhm.state.md.us) or call Peggy Yen at 410-767-6781.

**Editor's Note:** Thanks to the staff in the Family Health Administration's Division of Cardiovascular Health and Nutrition for writing this article.



## Lighten Up Your Holiday Feasts

Here is a weight-conscious recipe to help you get through the holidays without putting on additional pounds:

**Sweet Potato Pie** — (serves 8; provides 1 vegetable serving per person). Sweet potatoes are an excellent source of fiber and disease fighting beta-carotene.

4 cups mashed orange sweet potatoes  
1 tablespoon margarine  
1 cup egg substitute  
1/2 cup firmly packed brown sugar  
2 tablespoons molasses  
1 1/2 cups evaporated skim milk  
1/4 teaspoon ground nutmeg  
1 teaspoon ground cinnamon  
1/2 teaspoon ground ginger  
1 prepared pie crust  
1/2 cup nonfat vanilla yogurt

1. Preheat the oven to 350° F. Mix the sweet potatoes, margarine, egg substitute, brown sugar, molasses, evaporated milk, nutmeg, cinnamon, and ginger in a large bowl.

2. Pour into the prepared crust and bake 45 to 55 minutes in the preheated oven. The filling should be set all the way to the middle when you shake it gently. If the crust starts getting too brown, protect with strips of aluminum foil. Cool to room temperature before serving. Serve with a dollop of nonfat vanilla yogurt.

## Nutritional Analysis

### Per Serving:

404 calories, 9 g fat, 21% calories from fat, 2 g saturated fat, 5% calories from saturated fat, 70 g carbohydrates, 268 mg sodium, 4 g dietary fiber.



STATE OF MARYLAND

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*A publication of the Maryland Department of Health and Mental Hygiene, Office of Public Relations*

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## Walkers Raise \$2,000

Fifteen walkers from DHMH helped to raise \$2,000 for the Juvenile Diabetes Foundation during the annual Juvenile Diabetes Walk held in late September. Those participating were: Gondella Clayton,

Dorothy Clawson, Dee Easterwood, Clarice Eversley, Charles Fleming, Irma Bevans, Shirleen Ferguson, Kyle McNair, Lillian Smackum, Angela Hall, Marlana Hutchinson, Juanita Harvin, Bobbe Fraiser, Kim Christy and Dawn Garrison. Thanks to Charles Fleming, who coordinated the effort, and to all who walked or sponsored the walk by contributing money.

